

## **Leased Vehicles and Other Frequently Asked Questions**

### **What should I do if I lease the listed vehicle(s) to someone else?**

If you are unable to report on the characteristics and usage of the selected vehicle(s) because of a leasing arrangement with another individual or business, please call our customer help line at 1-844-395-4085, Monday through Friday, 8:00 a.m. to 5:00 p.m. Eastern time. If you are able to provide alternative contact information for the individual or business that operates the vehicle, we can forward our survey request directly to them. If you are unable to provide this information, you will continue to receive follow-up attempts asking you to complete the questionnaire to the best of your ability.

### **Why do I need to create an account to complete the survey online?**

Registering for an account will give you access to a Respondent Portal, which provides a secure means of reporting. The portal is a more seamless manner in which you can communicate with the Census Bureau.

### **What if I only owned the vehicle for part of 2021?**

Since you were the registered owner of the vehicle at the time we selected the sample for VIUS, we need to collect as much information as you can provide about the vehicle and how it was used during the time you owned it in 2021.

### **Can I complete the survey on a smartphone or tablet?**

Yes. The VIUS survey instrument is optimized for mobile devices.

### **What should I do if I cannot complete the survey online?**

If you are unable to report online, please call our customer help line at 1-844-395-4085, Monday through Friday, 8:00 a.m. to 5:00 p.m. Eastern time. We can provide you with a paper version of the questionnaire.

### **What should I do if the vehicle listed is not my vehicle?**

Please verify if the truck listed on your invitation letter or in the survey instrument is in your possession by using the Vehicle Identification Number (VIN) listed on the letter. Do not rely only on the make, model, and year. If the VIN is not in your possession now but was in your possession for part of 2021, please log into the survey instrument and respond to all applicable questions. If you do not own this VIN, you do not need to respond for any other vehicle.

**Please visit our webpage for answers to these and other  
Frequently Asked Questions.**

**[www.census.gov/vius/faq](http://www.census.gov/vius/faq)**